

Cabinet Member for Adult Services:

September 25th 2025

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor L Bigham

Director approving submission of the report:

Director of Adults and Housing

Ward(s) affected:

All

Title:

Quarter Four Performance 2024/25 – Adult Social Care

Is this a key decision?

No - although adult social care is city wide, covering all wards, this report does not contain any specific proposals.

Executive summary:

Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.

Adult Social Care (ASC) also measures a series of locally defined indicators, which are reported to the Adult Social Care Management Team on a quarterly basis.

This report outlines performance against these key indicators for quarter four 2024/25 and provides an end of year position. Directional arrows are displayed to summarise performance compared to previous years against these indicators.

This report updates the Cabinet Member for Adult Services on the quarter four performance, actions in place to improve performance and proposed next steps. It also provides an opportunity for the Cabinet Member to provide comment and steer the work of the directorate.

The Cabinet Member for Adult Services will be provided with a quarterly report on performance which feeds into the Adult Social Care Annual Report and annual performance report received by the Cabinet Member and the Health and Social Care Scrutiny Board (5).

The report also gives an update on our Adult Social Care involvement approach including engagement and user experience work undertaken in the previous quarter. This is important alongside numerical performance as it provides a context for what people with care and support needs and their carers consider important is used to inform areas for improvement.

Recommendations:

The Cabinet Member for Adult Services is recommended to:

- 1) Note and endorse the action taken in relation to the Adult Social Care quarter four 2024/25 performance including the next steps as outlined in this report.
- 2) Provide any comments in relation to the report and specific actions required as a result.

List of Appendices included:

The following appendices are attached to the report:

Appendix A - Summary ASCOF 24-25 outlines the Quarter Four ASCOF measures.

Background papers:

None

Other useful documents

None

Has it or will it be considered by Scrutiny?

No

Has it or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Quarter Four Performance 2024/25 – Adult Social Care

1. Context (or background)

- 1.1 Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.
- 1.2 The Adult Social Care Outcomes Framework also measures a series of locally defined indicators, which are reported to the Directorate Management Team on a quarterly basis.
- 1.3 This report outlines performance against these key indicators for quarter four of 2024/25. Directional arrows are displayed to summarise the direction of movement for these measures. Also outlined is information on how Coventry benchmarks against other local authorities based on most recent benchmarking information from 2023/24.
- 1.4 There has been a revision of ASCOF measures for the 2024/25 reporting year, and as such, the year-end performance report for 2024/25 will include these revised measures. This does present some challenges in terms of benchmarking data not being available for these measures until around November 2025. However, for completeness the previous ASCOF measures have been consistently monitored until year end.
- 1.5 ASCOF Performance is reviewed regularly by the senior management team supported by a performance dashboard.
- 1.6 As of 31st March 2025 there were 3714 people in receipt of long term support and 450 people in receipt of short term services.

2. Performance

Adult Social Care regularly monitors performance against the indicators at operational and strategic levels. This enables remedial actions to be put in place. For the year 2024-25 there has been focus on safeguarding activity and improving engagement with carers.

Summary of key changes and improvements

Since quarter four in the 2023/24 performance report there have been the following notable changes:

There have been improvements in 11 ASCOF indicators since Q4 2023/24 many of these changes are relatively small in percentage terms but nevertheless support an overall improving position with most significant improvements being in:

- The overall satisfaction of people who use services and their care and support has improved from 64.6% in 2023/2024 to 67.1% in 2024/25
- Carers receiving direct payments for support direct to carers have increased from 64.2% in 2023/24 to 100% in 2024/25.

- The proportion of people who receive long-term support who live in their own home or with family has increased from 52.3% in 2023/24 to 67.7% in 2024/25
- The proportion of people who use services who report having control over their daily life. There has been an improvement from 78.9% in 2023/2024 to 82.2% in 2024/25
- Reviews for people in long term support for 12+ months has seen an improvement from 55.6% in 2023/24 to 66.4% in 2024/25

We have also seen 5 ASCOF indicators decline. Although the changes in percentage terms for all are minor the most notable of these are:

- The proportion of people who use services who feel safe has declined from 74.3% in 2023/24 to 72.6% in 2024/5
- The proportion of Section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed declined from 94% in 2023/24 to 93% in 2024/25
- The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital declined from 81.2% in 2023/24 to 79.8% in 2024/25

ASCOF National Indicators

In respect of specific performance indicators quarter four commentary is as follows: (All comparator data is for 2023/24). Note that between quarters it would be unexpected to see a marked change in any indicator but there will be normal fluctuations in performance over time. What is important to identify is where a marked change has occurred, or an upward or downward trend is developing over time.

2.1 Domain 1 below sets out the section on ‘Enhancing the quality of life for people with care and support needs’

2.1.1 Proportion of adults receiving self-directed support

100% of people are receiving self-directed support as at the end of Q4. This is in comparison to the West Midland comparator Figure of 94%. (2023/24 figure).

2.1.2 Proportion of carers receiving self-directed support

100% of carers are receiving self-directed support as at the end of Q4. This is in comparison to the West Midland comparator Figure of 90.5 %. This is a sustained performance for the service.

2.1.3 Proportion of adults receiving direct payments

22% of people are receiving direct payments as at the end of Q4. This is in comparison to the West Midland comparator figure of 25.8%. Work continues to review our Direct Payment approach, and we have developed new promotional materials including videos of those receiving a payment which have been produced to support uptake and understanding. We have also translated our DP information leaflets into Punjabi, Urdu, Arabi and Gujarati given the known ethnicity of those receiving a DP. In 2025 we published a Direct Payment Strategy 2024-2029 developed in order for us to set out how we will continue to develop our Direct Payment offer

2.1.4 Proportion of carers receiving direct payments for support direct to carer

100% of carers are receiving direct payments for support direct to them - this is an improvement on Q3 and our outturn in the last 2 years and is higher than the West Midland comparator figure of 82.3%. We are also seeing increased range in the use of carers direct payments indicating more person-centred practice and a preference for the use of Direct Payments as opposed to indicative budgets. Coventry City Council also commission specific carers support via the Carers Trust Heart of England to ensure carers are adequately supported with or without a direct payment, with work currently underway to recommission this support offer in line with the Carers Action Plan 2024/26 and feedback from local carers.

2.1.5 Proportion of adults with learning disabilities who live in their own home or with their family

82.5% of adults with learning disabilities live in their own home or with their families. This is higher when compared with the West Midlands comparator of 77.2% in 2023/24 and has increased from 80.3% in Q3.

2.2 Domain 2 sets out the section for 'delaying and reducing the need for care and support'.

2.2.1 Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.

In the last year we saw an increase in numbers of working age adults admitted to long term residential and nursing care. Whilst the estimate was 26.8 per 100,000, the final figure for Q4 is 27 (Remains on the similar lines to the previous year and remains higher than the West Midlands average of 16.4) A total of 8 people (13% of the overall number) counted for this indicator were placed in hybrid residential / supported living type placements (person has their own front door). The model of support is recovery focused with a limited length of stay expected for up to 2 years with the aim for the person then to move into a community setting. During the last two years CCC have commissioned an additional 20 beds of this style of accommodation.

2.2.2 Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.

The end of year figure is 654 older adults (65+) per 100,000 population admitted to residential and nursing homes. The West Midlands comparator figure is 603.8. In 2023-24 there were 680 residents overall admitted showing an improvement based on the current trajectory. Whilst there was an increase in admissions between periods this is subject to seasonal variation

2.2.3 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)

At Q4 79.8% of people aged 65+ were still at home 91 days after discharge. This a decrease from Coventry's 2023/24 figure which was 81.2%. This compares with the West Midlands figure of 84.4%.

2.2.4 Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level

77.2% of people in Q4 received a short-term service with little or no ongoing support, which remains lower than Q3, but this is subject to variation throughout the year. In 2023/24 this figure was at 76.7% showing an improvement. The West Midlands comparator figure is 77.9%. This is due to the Adult Social Care Promoting Independence model delivered via local integrated Teams and a therapeutic first contact approach leading to improved independence outcomes.

2.3 Adult Social Care Local indicators

In respect of directorate indicators quarter 4 commentary is as follows:

2.3.1 Reviews for people in long term support for 12+ months

1901 out of 2807 clients accessing long-term services for more than 12 months had a planned/unplanned review during 2024/25. By the end of the Q4 66.4% of people received a review, which is an improvement on Q3's (48%).

The number and proportion of people receiving reviews are increasing year on year:
Please Note: The COVID-19 pandemic continued to affect reviews from 2020-22

- 42.5% in 2020-21
- 44.9% in 2021-22
- 49.2% in 2022-23
- 55.6% in 2023-24
- 66.4% in 2024-25

Coventry ranked 82 nationally, where national average was 59% and, where West Midlands average was 64% in 2023-24.

There is an improvement from 55.6% in 2023-24 to 66.4% in 2024/25. Our performance in 2024/25 shows a good level of improvement compared to the previous 3 years with the focus being the longest waiting for a review with an internal objective to ensure that there

are no intervals of greater than two years between reviews, as well as quarterly targets within Teams.

Our review performance has been lower in previous years due to the prioritisation of new requests and safeguarding concerns over and above reviewing activity. Targeting resources in this way has been necessary to ensure that those without care provision are safeguarded, supported and the impact on the NHS is reduced. Equally, and despite the additional contacts in the last 12 months this has enabled the focus on promoting independence and enablement that has ensured our conversion into long term support provision has improved.

Whilst outturn performance is lower than the national average, significantly more people in receipt of services will have been consulted on their support provision either through the annual reviews undertaken by Internally Provided Services or via the DoLS assessment process. This offers greater assurance that although we are some way from reviewing all service users and unpaid carers each year we do have other ways to oversee people care and support arrangements, particularly for those placed out of city.

2.3.2 Completion timescales for comprehensive Care Act Assessment (average of days)

An assessment starts as soon as the local authority begins to gather information about the person. This is essentially at the point the person contacts the local authority; however, many people require a comprehensive assessment to support the determination of whether needs are eligible for care and support from the local authority and understanding how the provision of care and support may assist the adult in achieving their desired outcomes. The initial contact with the person enables us to consider their immediate needs and associated risks and therefore this discussion starts the assessment process. The timescale from the point it has been identified that an assessment is required to completion of a comprehensive assessment is on average 59.4 days which is an improvement on the average of 106 days overall during the year 2023/24. There has been an improvement from Q3 from 77 days to 59.4 days wait time in Q4 2024/25.

In the period between assessment start and assessment completion the management of risk is a priority, with regular contact taking place to monitor changing circumstances and levels of risk. It is also critically important to appreciate that over this period people are not left without support where it is needed with support often put in place as an interim measure while assessment is ongoing, with the assessment determining whether the support provided is effective and what support would be required, if any, on an ongoing basis. In addition, people may also receive equipment, information and advice or an Occupational Assessment to support.

2.3.3 Completion of comprehensive Care Act Assessment (number of people)

As in paragraph 2.3.2, an assessment starts as soon as the local authority begins to gather information about the person. In Q4 87 people have an uncompleted Care Act Assessment. This is an improvement on the 106 at the end of the year 2023-24 and a

decrease from the Q3 figure of 314. The number of people with an uncompleted assessment is reducing overall.

Our commitment to promoting independence remains one of our core principles and we make best use of short-term services and therapeutic interventions for new people contacting Adult Social Care to promote independence as well as reduce demand on long term services.

2.4 Safeguarding Performance

Safeguarding concerns can be received by Customer Services, Community Discharge Team (Hospital) or directly by practitioners undertaking casework with each of our teams completing safeguarding work.

Decisions in relation to safeguarding concerns and requirement to undertake enquires are primarily led by Intake and Hospital Teams. A performance report is produced that includes data covering the 'end to end' safeguarding process, enabling the tracking of activity, comparison to previous year's performance and identification of any variance in performance. At the end of Q4, 5733 safeguarding concerns had been received compared to 6796 in 2023-24. 1055 safeguarding enquiries have started (1353 in 2023-24). The conversion rate from concern to enquiry is 18% (West Midlands regional is 14%). As of end of Q4, 93% of safeguarding enquiries resulted in risk being reduced or removed and 70% of safeguarding enquiries were completed in 3 months.

As safeguarding is undertaken across different teams this whole service information is supplemented by a regular report to Adult Social Care Management Team identifying the numbers of safeguarding concerns received, enquiries concluded, categories of abuse recorded and open safeguarding cases. Safeguarding public information as well as in English is now available in the 6 main languages used in Coventry; Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya.

2.5. Adult Social Care Involvement and Engagement Approaches

2.5.1 Coventry City Council has completed its programme of Digitisation of social care records, achieving a total of 83% coverage of Coventry and Warwickshire providers who have transitioned to using Digital Care records from paper-based records.

2.5.2 Engagement and events

In February 2025, Adult Social Care attended the Muslim Resource Centre for a Health and Wellbeing Event, a partnership event with the Coventry Muslim Forum and Coventry and Warwickshire Integrated Care Board. The event was busy throughout the day, and we were able to support a number of people with enquiries about Adult Social Care and carers support. The session takes place yearly in the lead up to Ramadan supporting local communities with their wellbeing during this time.

The Adult Social Care Stakeholders Group which meets bi-monthly met in March 2025. During this session we focused on refreshing the terms of reference of the group, a

look back on key achievements of the group since it's conception and embedding the sessions around Think Local Act Personal – Making It Real Themes. As a group we also discussed the use of an online platform for those who are unable to make face to face sessions.

The Strategic Commissioning Team continues to hold regular provider forums, fostering peer learning, disseminating critical information, and problem-solving. In Quarter 4, three provider forums (Older Peoples, Home Support, Housing with Care) were held in person with strong attendance and active participation and a further online forum was held for Mental Health providers, which aided a high attendance.

Adult Social Care continues to produce a range of bulletins for providers (192 recipients), carers (4353 recipients), Adult Social Care (2140 recipients), and internal staff-bulletin. These bulletins contain valuable information, advice, public health messages, and community event details, with contributions from multiple partners.

2.5.3. – Accelerated Reform Fund – Supporting Innovation in ASC

Quarter 4 activity focused upon the implementation of the four identified Accelerated Reform Fund projects:

- **Shared Lives Recruitment Campaign** – During this quarter we launched the media campaign for Shared Lives which started with radio adverts, followed by bus back advertising. Later in the quarter advertising for shared lives was incorporated in council tax notifications, this generated the most amount of enquiries to the service. A video was also launched later in the quarter which has generated some interest. A number of enquiries resulted from the advertising.
- **My Time Project** – Quarter 4, 2025, saw the successful recruitment to the co-ordinator and administrator post meaning that the project was able to commence during the beginning of January 2025. During this quarter the focus of activity was around seeking out initial opportunities and building partnerships with the Carers Trust Heart of England. By the end of Quarter 4 the project had secured its first opportunities, partnerships with Coombe Abbey Hotel and Coventry Rugby Club.
- **Bridgit Online Support Tool** – The Bridgit app continued to grow in usership giving us a greater insight into its utilisation. By the end of Quarter 4 2025, 748 people have accessed the site, with 857 self-help plans created for carers. The pattern of usage indicates people are using the app outside of office hours and weekends, suggesting the added value in the platform for people requiring support outside of working hours.
- **Supporting Carers in Hospital Settings** – During this quarter we worked with procurement and legal colleagues to vary the current grant aid agreement for carer support to incorporate a new project which has enhanced support for carers in hospital settings. Successful recruitment took place during quarter 4 to create additional provision of a Hospital Liaison support officer at University Hospital Coventry and Warwickshire with the worker starting in June 2025.

3.0 Options considered and recommended proposal

3.1 There are no specific options associated with this report.

4.0 Results of consultation undertaken

4.1 Consultation is not specifically required on the content of this report, however the detail included in the Adult Social Care involvement approach above, demonstrates how we are seeking to engage on an ongoing basis with people who require support from Adult Social Care and their carers.

5.0 Timetable for implementing this decision

5.1 The process of performance management and performance improvement is continual, so no specific timescales are associated with this report. Further quarterly reports will be brought to demonstrate performance as the year progresses.

6.0 Comments from Director of Strategic Finance and Resources (Section 151 Officer) and Director of Law and Governance

6.1 Financial Implications

There are no direct financial implications arising from this report.

6.2 Legal Implications

Whilst there are no specific legal implications arising from the contents of this report at this stage, it is of note that the Local Authority's general responsibility in delivering services to local people is to promote individual well-being and ensure a vibrant, diverse and sustainable market in services for meeting care and support needs for people in its area. The Adult Social Care Outcomes Framework measures how well local care and support services achieve the outcomes that matter to most people and assist in setting national and local priorities for care and support.

7.0 Other implications

7.1 How will this contribute to the One Coventry Plan?

7.1.1 The performance information and associated improvements outlined within this paper will contribute towards the following One Coventry Plan priorities:

- Improving outcomes and tackling inequalities within our communities
- Increasing the economic prosperity of the city and region
- Council's role as a partner, enabler and leader
- Continued financial sustainability of the Council

7.1.2 Adult Social Care has also continued to expand its reach into communities to support improving outcomes and tackling inequalities through a series of events and

initiatives. This has also encompassed collaboration with a range of partner organisations reinforcing the Council's role as a partner, enabler and leader.

7.1.3 Many of the strengths-based approaches used within Adult Social Care practice will help support the continued financial sustainability of the Council and also helping to increase the economic prosperity of the city and region by enabling people to remain independent, access employment and activities within the community whilst reducing the reliance upon services. With approximately 9,600 adult social care jobs within Coventry the workforce is also making a significant contribution towards helping to increase the economic prosperity of the city and region.

7.2 How is risk being managed?

7.2.1 Adult Social Care are working on several Improvement Plans to help support positive progress in a number of service areas specifically relating to waiting times for assessment and delays in the undertaking of Annual Reviews for those in receipt of services.

7.2.2 The use of a risk management tool "Responding to Needs Assessment Requests", introduced in 2022, also supports in mitigation of risk, enabling practitioners to make well informed decisions when managing demand.

7.2.3 The Adult Social Care Management Team continuously monitor risk within services through the use of an Adult Social Care Risk Register and the Corporate Risk Register, with the support of the council Insurance Manager.

7.3 What is the impact on the organisation?

None

7.4 Equalities / EIA

Equalities information and data is continuously monitored within Adult Social Care. The report outlines several examples of activities that support equalities.

7.5 Implications for (or impact on) climate change and the environment?

None

7.6 Implications for partner organisations?

None

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Councillor L Bigham	Cabinet Member for Adult Services		04.09.25	04.09.25

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